

RECORDS COORDINATOR

DEFINITION:

Under the general supervision of and reporting to the Deputy Legislative Manager, this is a specialized information and records management position involving the implementation of a corporate records management program. The Records Coordinator will exercise considerable independent initiative and judgement providing records management advice and direct operational assistance to departments to facilitate the successful implementation of the records program. The incumbent also assists with the delivery of the Corporate Information and Privacy Program under the Freedom of Information and Protection of Privacy Act, with an emphasis on records accessibility, routine release, records retention and destruction, personal information banks, vital records, and privacy and security.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES:

- Primary contact person for the corporate records management program. This includes providing project management skills and direct support to users, in particular during the continued roll-out of the records classification and retention schedule. Produces status reports to appropriate management and stakeholders to identify project outcomes and performance metrics.
- Works with stakeholders to ensure the corporate records management program works collaboratively with department needs and corporate objectives. Identifies when technological, business or organizational changes will have an impact on the records program.
- Provides expertise and advice to maintain compliance and promote the efficiency of records management. Provides input on optimizing current and future records management operations.
- Provides the organization with customer support and advice on all records management related initiatives.
- Assists departments/divisions with a readiness analysis and provides recommendations and direction to ensure the successful implementation of policies and procedures and the records classification and retention schedule.
- Participates in the development and implementation of new and amended policies and procedures pertaining to records management.
- Assists in developing records management standards that meet our organizational needs, within the framework of professional (industry) principles, standards and established policies.
- Reviews existing business practices from a records management perspective and makes recommendations on how current practices may be improved. Promotes use of records management best practices.
- Provides advice and recommends changes to the classification system; reviews records and determines appropriate retention according to legal, fiscal, historical, operational standards; identifies classification errors and provides training to new users.
- Empowers others through leadership, communication and training to maximize understanding and support of the corporate records management program. This includes developing training materials, and assisting in organization-wide training sessions on records management related topics.

- Assists the Information and Privacy Coordinator on activities related to the Freedom of Information and Protection of Privacy Act, including the integration of FIPPA and the corporate records management program.
- Develops a variety of advanced technical documents including reports, manuals, policies and procedures, tenders, and requests for proposals.
- Participates on internal committees, prepares and delivers reports and presentations to stakeholders at required committee meetings.
- Liaises with all departments/divisions to guide and transition changes necessary for the effective implementation of each element of the corporate records program.

KNOWLEDGE, SKILLS AND ABILITIES ON THE JOB:

- Considerable knowledge of records and information management theories, principles, practices, methods and techniques related to paper and electronic records, preferably in a local government setting.
- Comprehensive knowledge of the principles, practices and procedures, and techniques governing manual and computerized records and information management systems.
- Considerable knowledge of the objectives, organization, policies and procedures of the corporate records management program.
- Working knowledge of the functions and operations of municipal government and all departments.
- Sound knowledge of the legislative requirements relating to the retention of records (e.g. Community Charter, the Local Government Act)
- Working knowledge of the Freedom of Information and Protection of Privacy Act;
- Demonstrated ability to promote a records management program, related policies and procedures, and records management best practices.
- Strong analytical and problem solving skills.
- Ability to explain and interpret rules and regulations governing records management.
- Excellent communication skills including interpreting rules and regulations and delivering in a manner meaningful to the audience, providing concise status updates, writing technical documents like policies and optimizing available communication channels to promote the program.
- Demonstrated experience leading collaborative working sessions/meetings, including the ability to diffuse conflict situations if they arise.
- Ability to participate in the development of policies and procedures related to the work.
- Ability to provide effective team leadership and project management support.
- Ability to establish and maintain effective internal and external relationships that involve the provision of direction, information, advice, and guidance, and the management and coordination of logistic or operational elements of projects and programs.
- Ability to perform physical tasks related to the work such as bending, lifting boxes and climbing ladders.
- Demonstrates Saanich Core Competencies as they relate to this position (see all behaviour statements):
 - Change Management – Actively promotes appropriate change as a necessary business function. Leads people through transition and change. (level 1)
 - Adaptability - willingness to be flexible in a changing work environment.
 - Relationship Building - establishes and maintains respectful and cooperative working relationships.
 - Effective Communications - communicates effectively with others.
 - Problem Solving - recognizes and acts to resolve problems.
 - Customer Focus - provides excellent service to both internal and external customers

REQUIREMENTS:

- Degree in Library and Information Studies or equivalent, supplemented by additional formalized education or certification in records and information management.
- More than five years related experience including significant records management experience at a senior level, preferably in a municipal or other government agency setting.
- Three years of experience in a leadership/supervisory position which required project management skills that involved leading and implementing a records management project in a large organization.
- Possession of a valid BC driver's license and a personal vehicle available for work related use as and when required.
- Local government certificate or experience in a municipal environment would be considered an asset.

STANDARDS:

- Support and uphold the established policies and objectives of the municipality in all areas of activity.
- Will not release or discuss non-routine municipal or departmental business without prior authorization.
- Adhere to all established municipal and departmental rules and regulations.
- Maintain the performance levels set by the department in the execution of all duties and responsibilities.
- Maintain a cooperative working relationship with all District staff.
- Maintain regular communication with the supervisors, keeping them fully informed of all non-routine, urgent and/or controversial matters.
- Shall not receive or solicit a subscription, gratuity, or fee for or in conjunction with any service or presumed service performed by him/her as an employee.
- Uphold the Municipal Safety Policy; promote, monitor and ensure compliance with the Workers' Compensation Board regulations within the workplace.